



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

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## FOR IMMEDIATE RELEASE

**July 24, 2007**

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### **Attorney General McGraw Sue's Harper's Heating and Cooling for Failure to Deliver Goods and Services**

Attorney General McGraw announced today that his office has filed a lawsuit against ET Burns Mechanical Corporation, doing business as Harper's Heating and Cooling, and Edwin Burns, President. McGraw's office began investigating the business when his Consumer Protection Division began receiving complaints that the company unlawfully accepted payments without delivering the purchased goods and services.

Harper's Heating and Cooling is located in both Kanawha and Putnam counties and is in the business of repairing and replacing heating and cooling units. In June of 2007, consumers began complaining to the Attorney General alleging that they paid Mr. Burns to repair or replace their heating and cooling unit, but that he never returned to perform the work. In his complaint, the Attorney General also alleges that the business is not honoring its express and implied warranties, does not provide a complete contract, and has failed to file a certificate of assumed name with the Kanawha County Clerk.

The Attorney General's office will share all information regarding these crimes with the offices of the Prosecuting Attorney.

"Consumers who pay for home improvements expect to receive the goods or services they purchased," said McGraw. "They do not expect to be deceived, especially when some are waiting to have their air conditioners repaired in order to tolerate the hot summer weather."

Any persons wishing to file a complaint about a consumer matter or to alert the Attorney General about unfair or deceptive practices may do so by calling the Consumer Protection Hot Line, 1-800-368-8808, or by obtaining a complaint form from the consumer web page at [www.wvago.gov](http://www.wvago.gov).

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